The quality of patient care will continue to be the highest priority for Montgomery County's Fire & Rescue Service.

A resident's ability or non-ability to pay will never be considered when providing service.

County residents will not pay anything.

EMS Transport Reimbursement will be billed directly to residents' insurance companies, which have already factored the cost of patient transport into their rate schedules. The fee will be waived for uninsured residents, because residents are deemed to have paid any co-payment or deductible or uninsured portion of the cost of each emergency medical services transport through taxes paid to the County.

When a resident makes that 911 call, the first priority will be to take care of that patient's immediate medical needs.

If deemed necessary, the patient will be transported to the hospital. If not, EMS Transport reimbursement will not be charged to the insurance company.

What if I have a problem related to the services I received that are covered by the EMS Transport Reimbursement Law?

Under the EMS Transport Reimbursement Law, a County Patient Advocate will address any questions and concerns and ensure the highest quality customer service.

Montgomery County Fire Rescue Services

100 Edison Park Drive, 2nd Floor
Gaithersburg, MD 20878
(240) 777-2400

EMS Transport Reimbursement

MCFRS is committed to providing the very best service to any individual in need regardless of ability to pay.

What is Emergency Medical Services Transport Reimbursement?

EMS Transport Reimbursement are charges made to Medicare, Medicaid, and private heath insurance companies of County and non-County residents to who are transported to hospitals by the Montgomery County Fire & Rescue Service (MCFRS). The net proceeds of EMS Transport Reimbursement will go entirely to strengthening and improving fire and emergency services in Montgomery County. The imposition of the reimbursement will not affect access to the excellent services now provided by MCFRS – except insofar as it strengthens those services by directing more resources to those needs.

Will I see any difference in Montgomery County EMS service?

No. MCFRS will continue to provide the very best service to any individual in need regardless of ability to pay – just the way it's always worked.

What if my health insurance plan only pays a certain amount for ambulance services or refuses to pay? Will I have to pay the balance?

The County will accept whatever payment the insurance company has established as "payment in full" for County residents. County residents will not be responsible for any co-pays or deductibles, Non-County residents will be responsible for any applicable co-pays or deductibles not covered by their primary or supplemental insurance.

What are the charges for EMS services?

Medicare, Medicaid, and private insurance carriers would be billed at the following rates, depending on the level of services provided:

Basic Life Support – Non-emergency*	$300.00
Basic Life Support – Emergency*	$400.00
Advanced Life Support – Level 1 – Non-Emergency*	$350.00
Advanced Life Support – Level 1 – Emergency*	$500.00
Advance Life Support – Level 2*	$700.00
Specialty Care Transport*	$800.00

* The terms in the schedule are as defined in 42 CFR Parts 410 and 414.

In addition, mileage will be billed at $7.50 per mile (one way from point of pick up to the health care facility) on emergency transports, a standard charge for most implementing jurisdictions.

If the EMS call does not result in a transport to a hospital, the health insurance carrier or the non-County resident without insurance would not be billed for anything.

How will my privacy be protected?

All members of the EMS billing team are trained on patient privacy Health Insurance Portability and Accountability Act (HIPAA) requirements and will strictly adhere to those standards.

Who do I contact for billing or insurance problems?

Contact the billing company customer service representatives to address insurance and billing questions at 1-866-631-3116. If you are not satisfied, please contact the EMS Transport Reimbursement Patient Advocate at (240) 777 – 3636 or email MCFRS.EMSBilling@MontgomeryCounty.gov

What can I do if I have no insurance or cannot pay my bill?

Please call the County Billing Company at 1-866-631-3116 or you can contact the EMS Transport Reimbursement Patient Advocate at (240) 777 – 3636 or email MCFRS.EMSBilling@Montgomerycounty.gov to discuss your options.

Will there be co-pays and deductibles?

The copays and deductibles for County residents are assumed to be covered by their taxes, and County residents will not be billed for any out-of-pocket expenses. Non-County residents may be responsible for co-pays and deductibles.